

<b>Form PTO-1449</b>  <b>LIST OF PRIOR ART CITED BY APPLICANT</b> <i>(Use several sheets if necessary)</i>	ATTORNEY DOCKET NO. <b>RSW920010129US1</b>	SERIAL NO. <b>Not Assigned</b> <b>09/932368</b>
	APPLICANT <b>S. Ganesan, et al</b>	
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## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	PUBLICATION DATE	INVENTOR NAME	CLASS/ SUBCLASS	FILING DATE

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	PUBLICATION DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION YES NO

## OTHER PRIOR ART (including author, title, date, pertinent page, etc.)

<i>MB</i>	AA	"Genesys Suite 6", <a href="http://www.genesyslab.com/contact_center/solutions/g6overview.html">http://www.genesyslab.com/contact_center/solutions/g6overview.html</a> , 3 pages
<i>MB</i>	AB	"Genesys Makes Plans to Purchase IBM Callpath Technology"; <a href="http://www.genesyslab.com/callpath/">http://www.genesyslab.com/callpath/</a> , 1 page
<i>MB</i>	AC	"Callpath Framework", <a href="http://www.genesyslab.com/contact_center/solutions/callpath_framework.html">http://www.genesyslab.com/contact_center/solutions/callpath_framework.html</a> , 2 pages
<i>MB</i>	AD	"Workforce management Solution", <a href="http://www.genesyslab.com/contact_center/solutions/workforce_management.html">http://www.genesyslab.com/contact_center/solutions/workforce_management.html</a> , 2 pages

DATE CONSIDERED <b>04/02/04</b>	EXAMINER <i>[Signature]</i>
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP § 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	